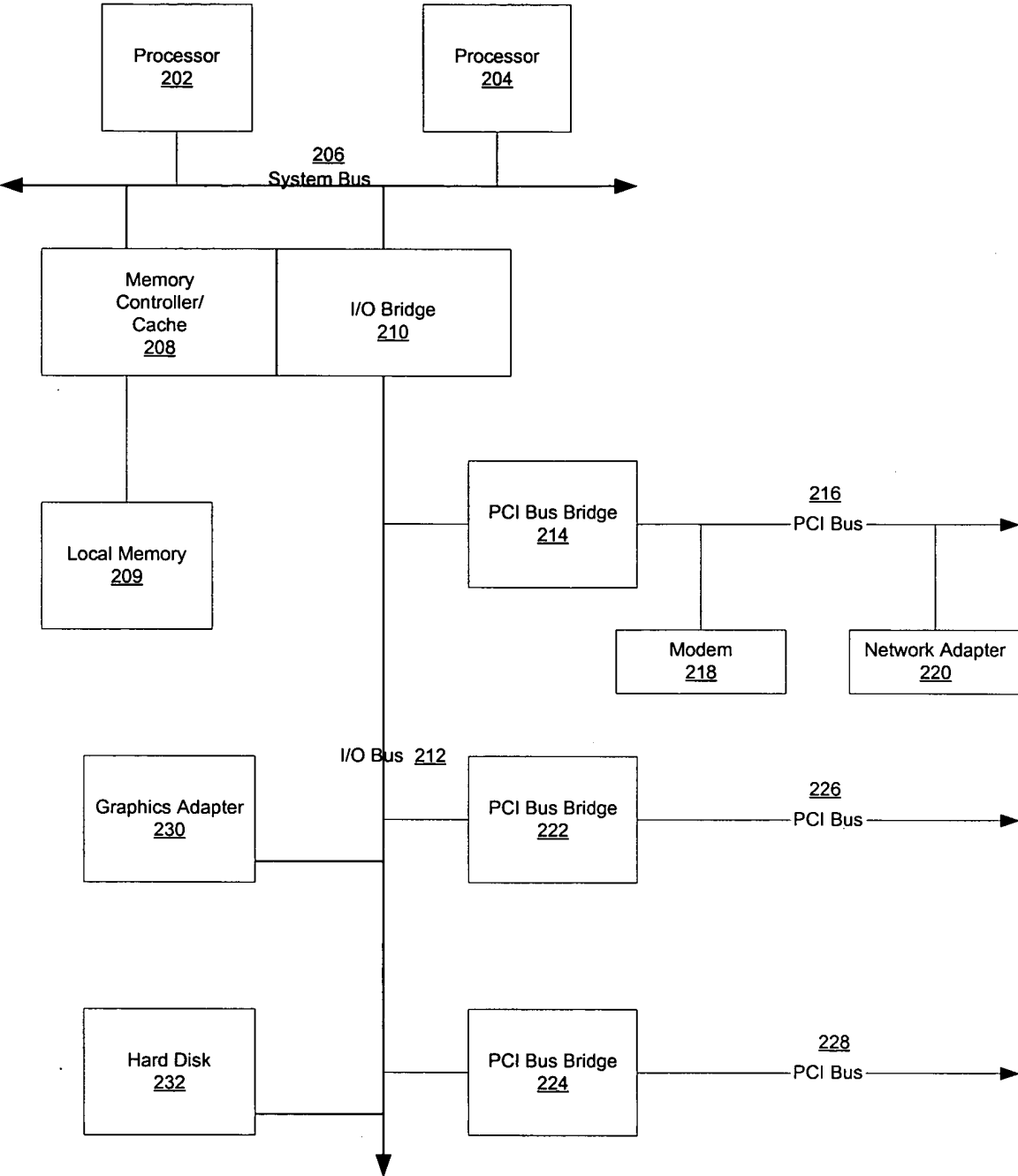
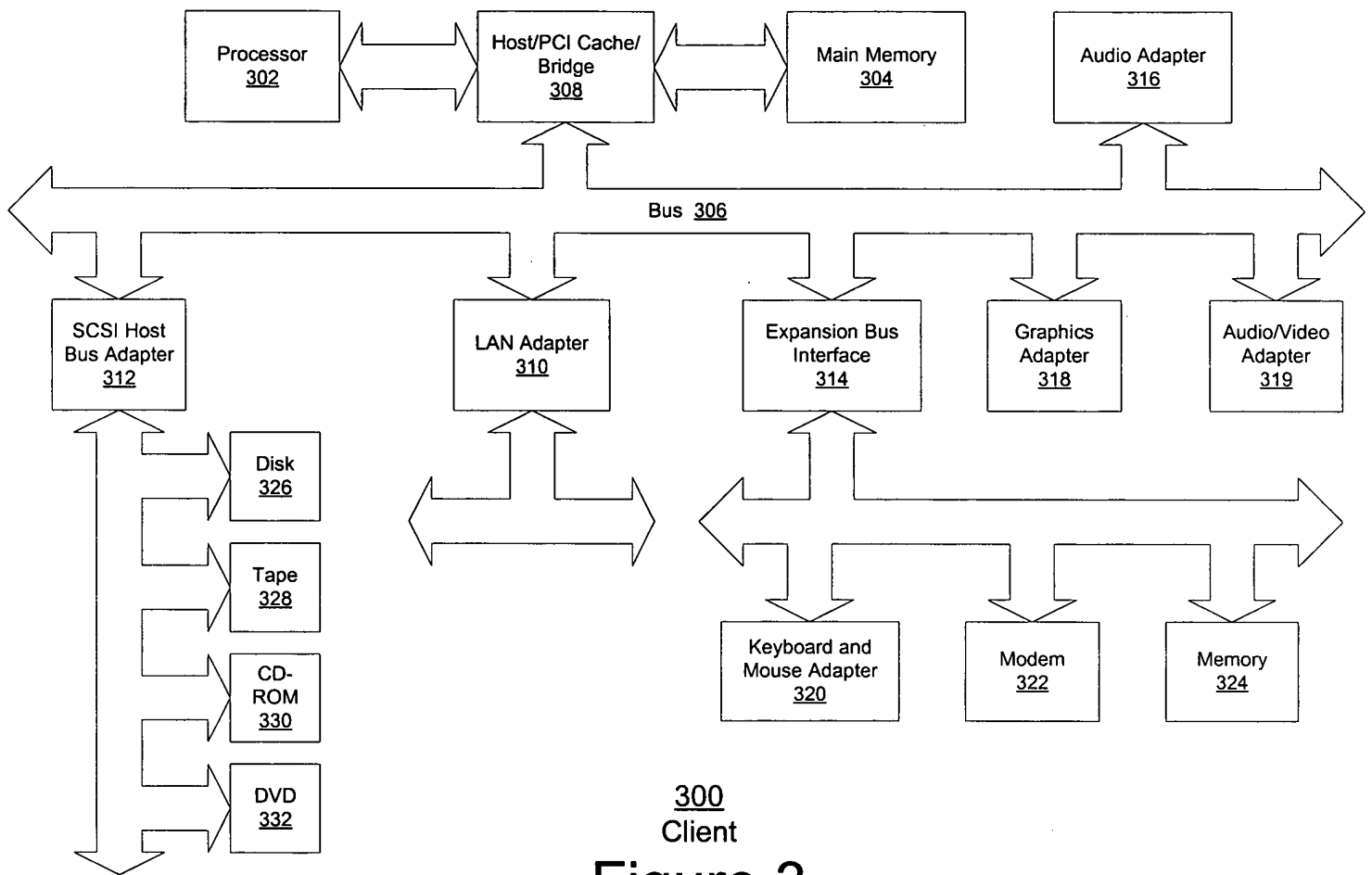


100
Network
Figure 1



200
Server

Figure 2



300
Client

Figure 3

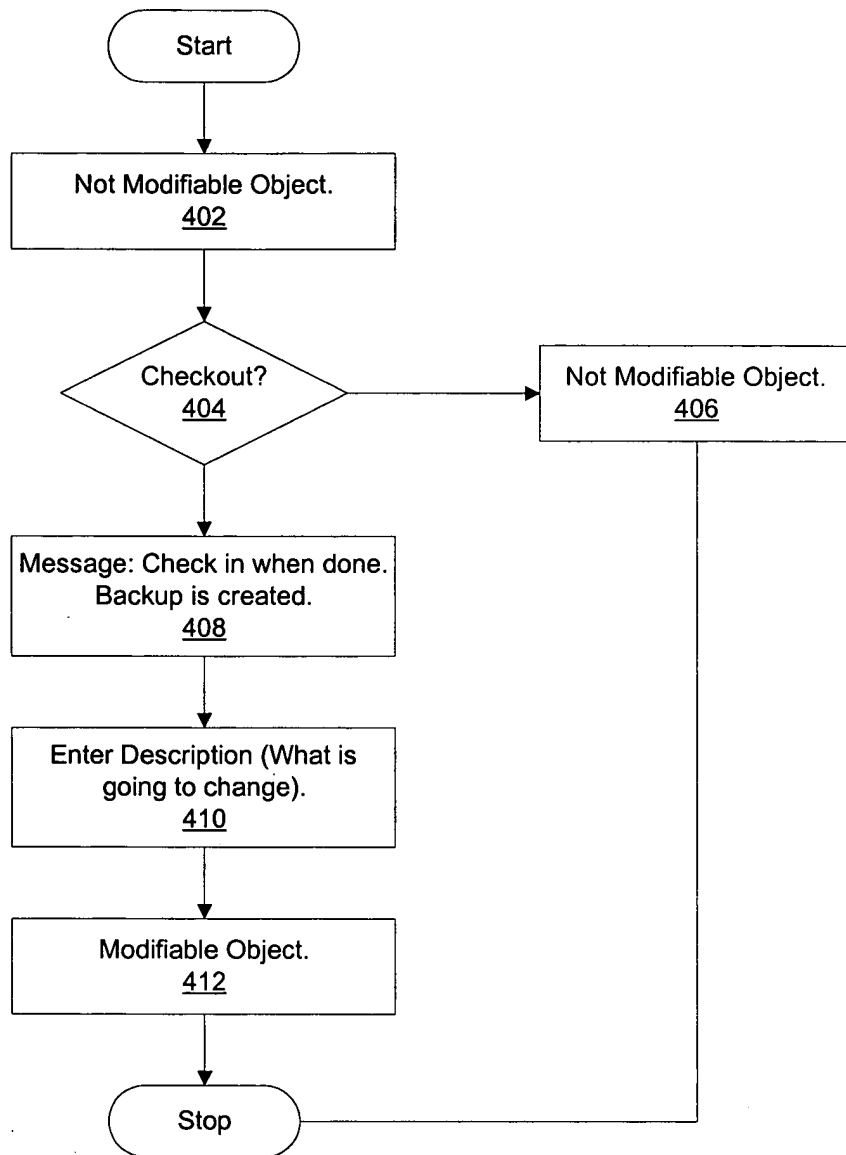


Figure 4A

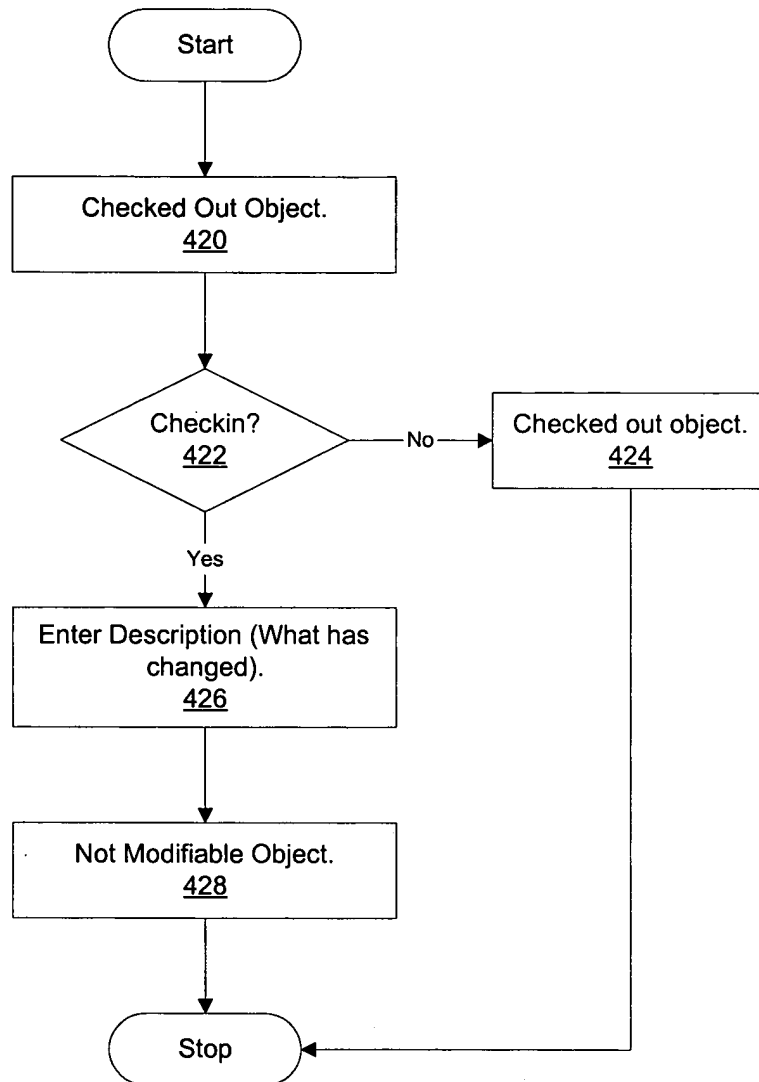
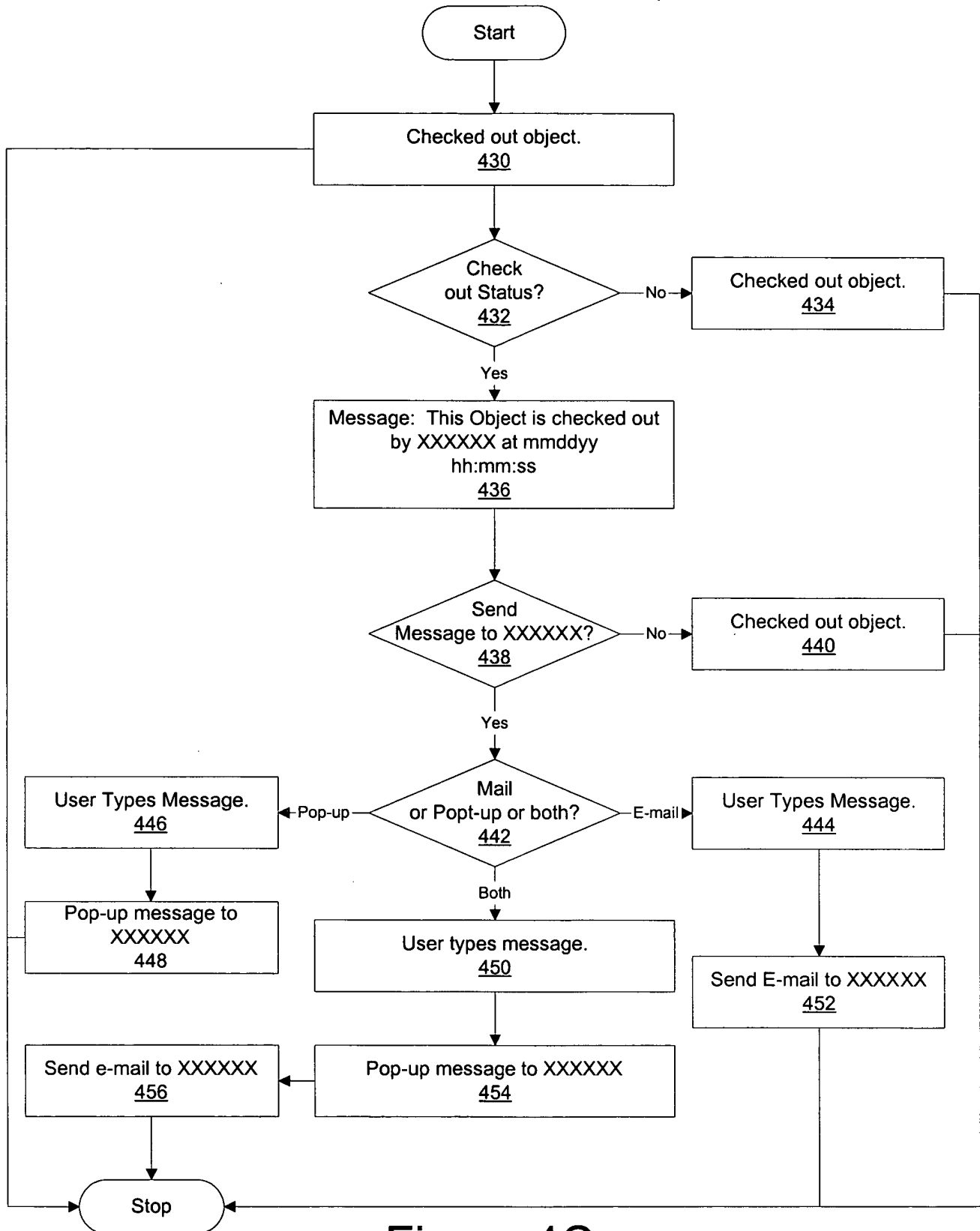


Figure 4B

**Figure 4C**

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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

✂️ 📄 📋 ? 🔍 ↶

+ Add CheckOut

Views Queries Calculations Validations Subroutines Add Options Privileges

Format Control Maintenance - Main Information

Name: View:

File Name:

System:

Query Format:

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

Default Sort sequence for queries

Initialization Expressions

Ready insert formatctrl.maint.g(fc.view) [US]

Figure 5

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Ta
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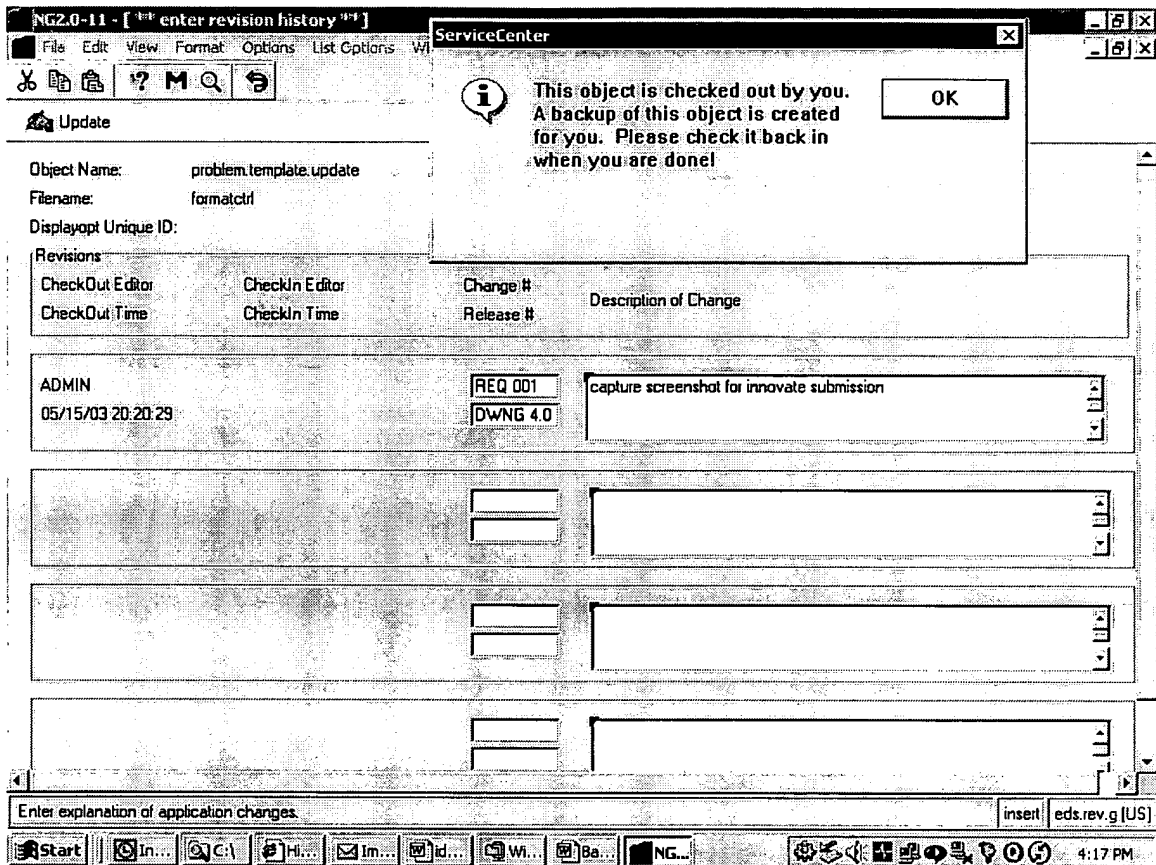


Figure 6

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"ServiceCenter SCM Tool"
Ta
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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Cut Copy Paste Find Undo

OK Cancel Previous Next Add Save Delete CheckIn CheckOut Status

Views Queries Calculations Validations Subroutines Add Options Privileges

Format Control Maintenance - Main Information

Name: problem.template.update View:

File Name:

System: BP

Query Format:

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

Default Sort sequence for queries

Initialization Expressions

\$G.priority.codes={"Critical", "Major", "Medium", "Low", "Very Low"}

\$problemstatus0=problem.status in \$file

* Length (47) of data for field object1 exceeds max (40), truncated (trigger aud insert formatctrl.maint.g[fc view] [US])

NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Views Queries Calculations Validations Subroutines Add Options Privileges

Format Control Maintenance - Main Information

Name: problem.template.update View

File Name:

System: BP

Query Format:

Default QBE Fmt:

☐ Save Copy ☐ Stored Form Name ☐ Run Script ☐ Use Default Sort

Default Sort sequence for queries:

Initialization Expressions

\$G.priority.codes=('Critical', 'Major', 'Medium', 'Low', 'Very Low')

\$problemstatus0=problem.status in \$file

Ready insert formatctrl.maint.g(lc.view) [US]

Page: 4 Sec: 1 4/5 At: 6:6 Ln: 5 Col: 10 REC: TRK: EXT: OVR: U3

Figure 8

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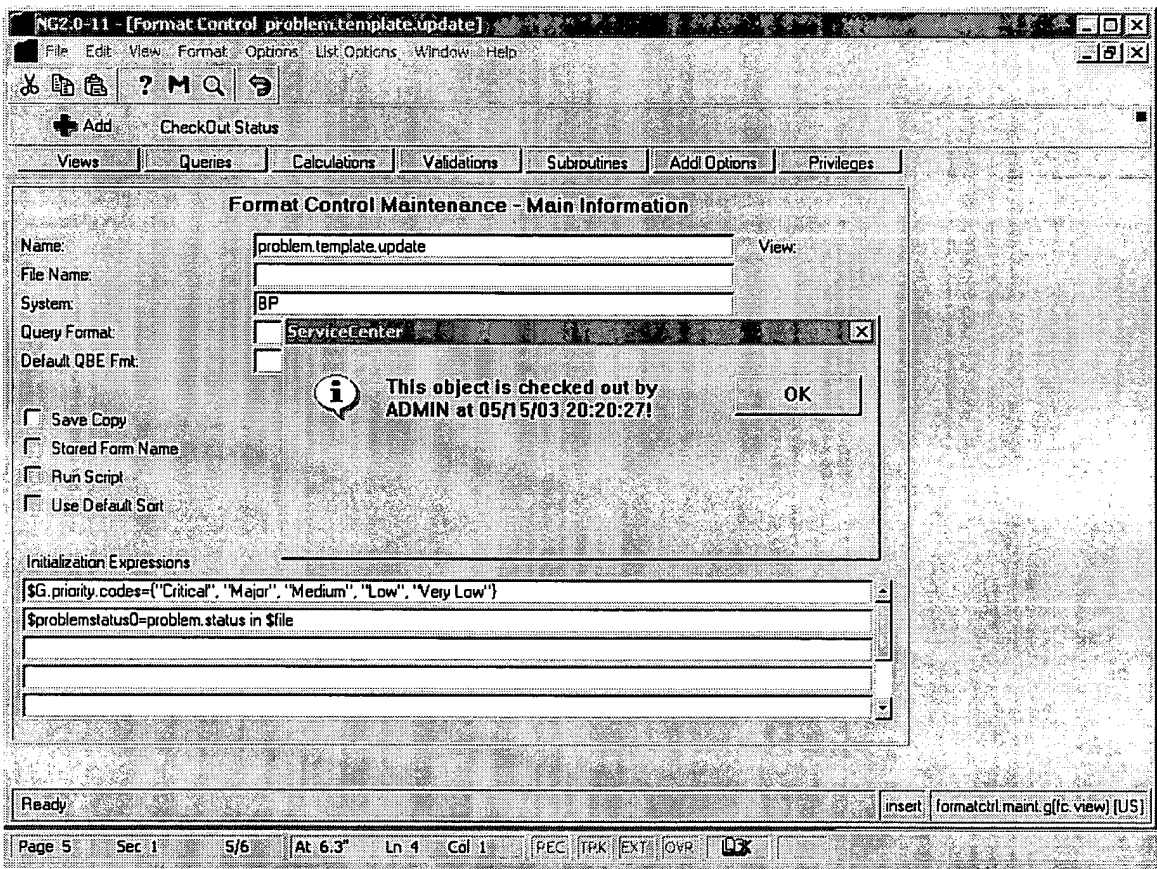


Figure 9

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NG2.0-11 - [Format Control problem.template.update]

File Edit View Format Options List Options Window Help

Views Queries Calculations Validations Subroutines Add Options Privileges

Format Control Maintenance - Main Information

Name: problem.template.update View

File Name:

System: 8P

Query Format: ServiceCenter

Default QBE Fmt:

☐ Save Copy

☐ Stored Form Name

☐ Run Script

☐ Use Default Sort

Initialization Expressions:

\$G priority.codes= ("Critical", "Major", "Medium", "Low", "Very Low")

\$problemstatus0=problem.status in \$file

Do you want to send a message to ADMIN!

Yes

No

Cancel

Ready

insert formatctrl.maint.g[fc.view] [US]

Page 6 Sec 1 6/7 At 6.6" Ln 5 Col 1 REC TRK EXT OVR

Figure 10

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